

STRICTLY CONFIDENTIAL

Item 3

Interview Notes

Interview Type		Conduct		Interviewer	Sue Muddeman	SM
Date		8 October 2010		Interviewee	Alison Hall	AH
Location		Leeds		Accompanied by		
Start	End			Note Taker		

Introduction / Purpose:

To give reasons why SM should not be considering the termination of her contract for services following a letter dated 24th September to AH in which it was put that SM was considering terminating the contract for services on the grounds of a loss revealed at the audit of £14,023.37p added to which was a transaction correction making it £14,842.37p, failure to make good losses at the branch and increasing the amounts of cash on hand. This being in breach of Contract for Services Section 12 Paragraph 4 and Section Paragraph 12.

1	AH	I actually think a lot of the money has gone onto the, we've been having problems with the scratch cards. I seem to have been getting a lot of transaction corrections which is on here, this is all the transactions for the last year. We've gone through 18 months of scratch card remming in slips and scratch card activation slips to try and find this, I know it's not gone over 18 months but we've just gone back 18 months to try and get everything correct. Every time I seem to get one of these transaction corrections for the scratch cards I had to change my figures on the stock. I'll give you an example this was after I came back off holiday in August I had another one waiting for me. The £5 scratch cards the system said I had 59 and I had 56 'cos this is when I physical count them myself what I have got remmed in and activated in the container.
2	SM	Was this when you were doing a branch trading when you were counting them?

STRICTLY CONFIDENTIAL**Item 3**

3	AH	Yeah the system said on the £2 ones that I had 133 but actually I only had 52 on hand and the £1 ones the system said I had 753 when actually I had 387 what was activated in the 10 block thing what we've got so that made it a minus £528 difference from the beginning so that was just one of them but every time I've had to do these transactions I've had to lose money every time. I know I shouldn't have let it go on that long but I have been told also now that I have been doing it wrong which I didn't know and over the last 6 to 8 weeks obviously now I know I've been doing it properly where before I was getting some packs out of the safe putting them in my drawer and they was actually remmed into the system and then I'd take the pack and activate it and then that was fine because I knew it was remmed into the system but apparently I've been doing it the wrong way so after the holidays when I spoke to somebody Rebecca at Post Office Limited with lottery she says that you don't rem them in you activate them first and then rem them in so this is what I've been doing now this is what has been going on and also that's the correct way which I didn't know so that's what's been really going on and this is, the scratch card sales and Post Office paid and receipts from 29 th of the 5 th 09 up to the 21 st of the 8 th , that's like the periods and what we've activated in and paid into the system which I've actually brought 'em all but you know they're all into.
4	SM	Right ok.
5	AH	But Chris Knight said that really I shouldn't hand them over but I really want somebody to look at all these if possible because that's everything what I've done.
6	SM	So what are you thinking has happened I mean 14,000 is a lot of money.
7	AH	Yeah I was really surprised, I knew it, I'm not surprised sorry I knew it was that and it's been going on and I just didn't know what to do. I was scared to ask to help to be honest so.
8	SM	Ok let's start right back from the beginning then when it started ok. So when did it actually start that you knew you'd got a loss?
9	AH	I think it was like end of last year beginning of the year.
10	SM	So sort of about December, January?
11	AH	Yeah yeah.
12	SM	Ok and so how did it start what happened can you remember?
13	AH	Well it started with the, I think these are the list of the transaction corrections what I've received.
14	SM	So it started with transactional corrections?

STRICTLY CONFIDENTIAL**Item 3**

15	AH	Yeah and every time I had to, you see every time I balanced a monthly balance I make sure that they were exactly right the figures.
16	SM	So you counted the stock?
17	AH	Physically counted the stock what were in the.
18	SM	At the end of each month?
19	AH	In the, I can't even think of what they're called the containers what we sell them from.
20	SM	Yeah in the dispensers?
21	AH	And obviously the remmed in ones what I had in the drawer because they were all on the system.
22	SM	So you counted all your scratch cards at the end of each month?
23	AH	Well I used to count them on a Wednesday morning when I balanced or sometimes even before that I used to count them keep a check on them every week.
24	SM	So when you're balancing, you did it every week?
25	AH	Yeah tried to keep an eye on them every week and then make sure I physically counted them when I did the monthly balance to make sure but there always seemed to be wrong.
26	SM	So from your perspective then you counted your scratch cards and it seemed to balance with what the Horizon was saying?
27	AH	Not always no I always had to.
28	SM	Almost nothing major is that what you're saying?
29	AH	Well there were some what, I mean this was just an example from before but before it's been higher. I don't understand what.
30	SM	So what do you think has been happening with the scratch cards?
31	AH	She says when the transaction correction comes through when I accept it it higher them up for some reason it higher the stock levels which I don't understand I admit to that I just don't understand how it works so to get it exactly right I had to make sure that I got them to what I had you know what I'm selling 'cos I keep.
32	SM	Ok don't worry so when you get a TC in yeah transaction correction in it highers the stock and then you have to adjust the stock which creates the cash loss which you then put the money in yeah?
33	AH	Yeah.
34	SM	So that's what happens?
35	AH	Yeah
36	SM	Ok so when you're started to get these transaction corrections in has that been happening since December?

STRICTLY CONFIDENTIAL**Item 3**

37	AH	Yeah I seem to have quite a few I think some on these days I mean I don't know if all these are, this goes back to the 6 th of the 6 th .
38	SM	Ok they're not big amounts are they so when you're put your transaction correction in yeah and then you say you adjusted your stock levels yeah that created a loss yeah?
39	AH	Yeah and that' what keeps adding up.
40	SM	And that's what you keep.
41	AH	That's what I kept adding up to get this.
42	SM	So you kept adding the loss up on these?
43	AH	Yeah.
44	SM	Ok on scratch cards and then what were you doing with the loss?
45	AH	Well I was falsifying my money which I admit to as well.
46	SM	So you increased your cash amounts?
47	AH	Yeah which I know I shouldn't have done but I was, I don't know why I didn't ask for help earlier when it first started I don't know I don't know why I did but. I can run the Post Office I really can (AH becomes upset)
48	SM	Do you want a cup of tea or anything?
49	AH	No. I've had a phone call just last week from, sorry Ann Heath from Chesterfield rung me last week from the lottery team and she rung me and I wrote this down that on the 3 rd September she said something about I've got a 960 stock credit on scratch cards and then she mentioned 22 nd July I've got a £75 credit in the sales and on 25 th August a £28 debit which is in the prizes which is something I must have forgot to put on on the prizes and also she's told me as well that I've got another £800 stock credit to my account but obviously 'cos I can't do anything about it 'cos I'm not in.
50	SM	Ok it would go into the account and it will be deducted off the final amount. So when did she say those credits were from what date?
51	AH	Well I think she says they are mine she says because.
52	S	No I'm not saying they're not yours but what dates is she talking about?
53	AH	Well she just mentioned 3 rd September, 22 nd July and 25 th August but she didn't say a day for that £800 stock but she says that it's obviously before the people took over from after the audit.
54	SM	Ok we can have a look at that so they're credits?

STRICTLY CONFIDENTIAL**Item 3**

55	AH	Yeah and I did request the audit myself after speaking to Glenys and she put me in touch with a lady and I wanted an audit myself even before they came and did the on-line Horizon before a lady came and obviously got in touch because of the amount what was losing and I did talk to her about it then she rung her Manager and obviously this is when they all started the ball rolling sort of thing but I did request I think it was about a week or 10 days before the change over that I would like an audit at my office so that's when I, 'cos after that and after when I came back off holiday I just looked at it and I just thought right this is time to get this sorted.
56	SM	So when was you on holiday?
57	AH	The first two weeks in August and when I came back I had this other one.
58	SM	So what made you decide to do it now and not before
59	AH	Because it was just getting out of control and I just couldn't cope any more and I should have asked for help earlier and I didn't, I just, I'm ashamed of myself I really am I've let everybody down.
60	SM	So what do you think has happened with these scratch cards?
61	AH	Nothing I've been doing it correct and I thought I'd been doing it correct but I think, I want somebody to have a look at the receipts and the remmings in what I've done to try and tally it all up because I actually think that some of the money is there I mean some of the money what you get odd little ones for cheques you know like your green giros you get transaction corrections for green giros and sometimes you know if they've lost one or I know one of them was for £57 and one of them was for something else on a green giro but I have found one at the moment 'cos we've been looking through everything I have found a green giro for £137 which I can remember I got a transaction 'cos it was missing you know so that was like a minus against my office but I've actually found that so that's going to be sent off 'cos we've been looking at some other stuff last night and I'm going to send that off and obviously see if I can get a credit for that 'cos that was a missing giro but I just don't.
62	SM	So when you got the TC's through let me just try and understand what you did, so when you got the TC's through yeah what were you thinking what was going through your head?

STRICTLY CONFIDENTIAL**Item 3**

63	AH	I just thought Oh God not another one. I just kept thinking why but also as well I've been told that since these Newrose people have been in my office I've been talking to the lady who's been there she says when you balance on a Wednesday night which I just used to balance on a Wednesday night and that was it you know but she says that you can't roll over until the figures from Wednesday have gone in but I didn't know that I'd been doing this all this time so.
64	SM	Sorry try and explain that to me again what figures from Wednesday?
65	AH	Right you know right my shop opens half past six on a morning while half past nine?
66	S	You mean your lottery figures is that what you're talking about?
67	AH	Yeah so my lottery figures wasn't going in while Thursday morning but apparently they should have been part of the balance on Wednesday so I should have been.
68	SM	Ok did you have 2 stock units?
69	AH	No I never did.
70	SM	You didn't have a lottery stock unit?
71	AH	No I didn't.
72	SM	Ok so you're saying that, but that would have created a transactional correction 'cos it would have, it just would have?
73	AH	I don't know it always seemed to be after a balance that I got these.
74	SM	Ok but from the scratch card perspective ok you should have what the machine says that's what should happen yeah so you've got your scratch cards you've got 100 scratch cards it should say 100 scratch cards in your Horizon in your system ok. If you get a TC through that says you were short 50 scratch cards or whatever yeah I don't know how they word it or whatever and so you put that TC in that would tell you then you've got 150 scratch cards on Horizon but actually you've only got 100 so you adjust your stock figure which would then give you £50 or whatever it was shortage yeah so that's how that works it's a round about thing. Scratch cards sales who sells scratch cards in your branch?
75	AH	Well it's in the shop part so I sell them, my full time member of staff Barbara she sells them and then we've got 2 part timers Donna and.
76	SM	Ok so there's a few people that actually.
77	AH	I've got Barbara, Sarah, Donna I did have 5 members of staff but one's left and then but it's just the, but Sarah has only been with me for about I'd say about 6 to 8 weeks so Sarah's not really.

STRICTLY CONFIDENTIAL**Item 3**

78	SM	Sarah wasn't there when all this was happening ok.
79	AH	It was Donna and Barbara.
80	SM	Ok so Donna and Barbara and the one that's left?
81	AH	Yeah.
82	SM	And when did the one leave?
83	AH	She left well probably about 6 to 8 weeks ago 'cos Sarah took over I don't.
84	SM	All I'm asking, I'm not saying anything all I'm saying is that you've got members of staff there. When you counted your scratch cards and since this has been going on it's been going on for a long time yeah?
85	AH	Yeah.
86	SM	Have you done anything about checking staff?
87	AH	I check it every day.
88	SM	Checking staff. You check it every day you check what every day?
89	AH	I check the lottery every day.
90	SM	So check what on the lottery every day?
91	AH	Well when obviously I've got a system for like when the scratch cards finish you know like you sell them every day 'cos sometimes I might sell 50 and sometimes I might sell 150 it just depends so I've got a, I should have brought a piece with me to show you actually but I haven't. It's like just an A4 piece of paper and it's dated like Monday, Tuesday, Wednesday, Thursday so it's Mondays is what I start with so at the end of the night when I close the shop up I write down what it's finished at and then the next column is how much I've sold that day.
92	SM	Is that scratch cards?
93	AH	Yeah scratch cards just the scratch cards.
94	SM	So do you physically count them every day then?
95	AH	Not every day no it's just what's on the you know obviously the number what's pulling out I just check the numbers.
96	SM	So the number on the machine?
95	AH	The number on the scratch cards as you're pulling them out yeah.
96	SM	Do you, when you put it into your retail till is that where it goes would you have a separate till?
97	AH	No it gets separate we keep the lottery separate and we keep the Post Office pay station separate.
98	SM	Ok so you have a separate till?
99	AH	Well it's a box it's like a safe box but.
100	SM	But a separate till?

STRICTLY CONFIDENTIAL**Item 3**

101	AH	Yeah.
102	SM	Ok so for your lottery and, is it on-line lottery or is it just scratch cards?
103	AH	It's the lottery as well.
104	SM	On-line ok. I thought it was I was just checking just to make sure. Ok so you keep a separate box where staff are meant to put that money into?
105	AH	The lottery money yeah.
106	SM	Ok so when you count that money up how often do you do that?
107	AH	I count it every morning, usually I'm opening up every morning so I check it all through.
108	SM	Ok and when you check that through then what do you compare it to?
109	AH	The figures what it should be on the.
110	SM	On your tally?
111	AH	Well yeah but I don't think I've got one here actually it tells you.
112	SM	Ok so you use the figure that comes off the system?
113	AH	Yeah we did have them in here actually yeah it's like, for example that's how I put them into the system so on that day that's how many I've sold of each one.
114	SM	Ok and those figures have come from?
115	AH	It's, well my piece of paper my A4 paper with the scratch cards and the top bit's the National Lottery that comes off a slip of paper like this every day.
116	SM	Ok so the lottery the instants yeah that comes off your calculations on your piece of paper?
117	AH	My A4 piece of paper yeah and the National Lottery you go into the reports.
118	SM	The National Lottery's off the system isn't it.
119	AH	And it goes off the system and that tells you how many lottery's you've done and what prizes you've paid out.
120	SM	Ok and then you transfer that, those figures to?
121	AH	Into the Horizon system yeah.
122	SM	TO Horizon system ok. Now does your figures 'cos I haven't seen an instant dispenser so bear with me, well I've seen one but I haven't seen, you're talking about it calculates it are you? When you pull the scratch card out what happens?
123	AH	No you just tear it off and.
124	SM	Right so how do you know how many are left in the dispenser?
125	AH	Because you can tell on the, say if it. Well there's 160 on a pound one so say if I've sold 25 that will say, that would be 25 so then you know how many's left on.

STRICTLY CONFIDENTIAL**Item 3**

126	SM	So your system would say 20 pulling it off it says 25 gone.
127	AH	It's hard to explain.
128	SM	I'll have to go and have a look at one.
129	AH	Yeah it's like they're all in separate obviously pound ones and then so they're all in there and you put the, like if it's the pound ones 159 will be at the back shoved at the front and then number 0 which it starts on is at the front.
130	SM	Oh right so ok so your numbers are there so they're numbered?
131	AH	Yeah so your numbers are there yeah they're all numbered so then you obviously start at 0 so if I sold 10 then would be number 10 then what you, so then you know that there's 149 left sort of thing in there that's how I count them.
132	SM	I understand, does anybody have, so your scratch cards are numbered so you know what numbers are coming off so you keep your record every day of the numbers that should be there ok and your TC's have been scratch cards is that what you're saying to me?
133	AH	A lot of them have yeah.
134	SM	Yeah ok so obviously there's been a discrepancy there somewhere?
135	AH	Yeah.
136	SM	Right so if you've got your records do your records always tally up with the amount of money you have got in your box so if say let's say your records say you've sold 10 £5 have you always got £50 in your box?
137	AH	Sometimes I have where there's been a couple of pound when it's very busy you know.
138	SM	Yeah you can get mixed up?
139	AH	You can get mixed up if it goes in pay station in till but I've always, I've put money in you know to compensate that.
140	SM	Ok but then you balance it up ok.
141	AH	And at the moment the staff because of all this what's gone on now, all the staff what's working that day, if there's a loss with the lottery at the end of the night and the pay station then whoever's worked that day so if it's me, Barbara and Sarah we have to put the money in whatever's missing because I think that's, instead of me just putting it in then that's how we've tried to resolve things now because I don't want any more.
142	SM	Ok did you ever, ok when you got the TC's through did you ever think back to who's been working during that period?

STRICTLY CONFIDENTIAL**Item 3**

143	AH	Well I know I trust them completely 'cos I wouldn't have them working in the shop otherwise and Barbara's actually my cousin she's a relative is Barbara and she's worked for me for 3 ½ year now?
144	SM	Ok so we don't think there's anything going there, from what I'm hearing yeah, let me just go through this with you right so we've got dispensers with stock in yeah, if this is what's happening obviously. We've got dispensers with stock in, we're tallying it up every night and we're putting the figures through so that sounds like it's balancing but we're getting transactional corrections through?
145	AH	Yeah it seemed after I'd done a balance it were.
146	SM	So does all these transactional corrections amount up to £14,000 or is there an issue somewhere else?
147	AH	I think well I think majority is, I want them to be looked at if possible so I've been told that I've to keep them too because obviously it's my evidence against this case but if I have to photocopy every single one then I would because I want somebody at Chesterfield what probably knows a bit more than what I do, this is the proof that I've put them into the system and I've remmed them in the system after you know I'm not.
148	SM	Have you checked these against those 'cos this is what Camelot said and this is what's been put in writing so have you checked that against them?
149	AH	We've been going through it and yeah 'cos we've been looking.
150	SM	Ok and anything come up?
151	AH	I'm not sure actually it's Richard who's been doing it 'cos I think this is what he's put he's got then this off of this and off of all these in here.
152	SM	But there's not a lot of difference is there in that and that so what you're saying is then this is what's activated this is what's been paid in and that's the difference?
153	AH	Yeah but we want them to be double checked if possible we want these, to me these is more the proof in here but I just want to say that I have not touched a penny of Post Office's money.
154	SM	Ok who works in the Post Office just yourself or?
155	AH	Kimberley Langley and Marjory Higgins who only does one day.
156	SM	Ok and your account, and you obviously yeah
157	AH	Yeah so obviously I work in there as well.
158	SM	So Marjory works one day?
159	AH	Yeah.
160	SM	What does Kimberley do?

STRICTLY CONFIDENTIAL**Item 3**

161	AH	She does Monday, Tuesday and Thursdays.
162	SM	And what day does Marjory do?
163	AH	Just Tuesdays.
164	SM	Tuesday and yourself then is there the rest of the time?
165	AH	Yeah.
166	SM	Ok. Is it 2 position?
167	AH	Yeah.
168	SM	Right so when you've, do you do your cash declaration?
169	AH	Yes.
170	SM	What do you do when you do your cash declaration talk me through your cash dec?
171	AH	Well obviously I count the money up and I've obviously been falsifying accounts.
172	SM	Ok but generally you count the cash do you physically count the cash?
173	AH	Yes I do yeah.
174	SM	So you count everything?
175	AH	Yeah we check all the, well we check every, we're one of these branches what get a lot of change paid into 'cos one of ladies she's got an amusement you know and we've to check hers all time 'cos it just gets a bit then when people then come in with TV you know with £1's so we seem to get a lot of change but we have got a system where we know how much is, you know we can't sometimes always fit it in the safe but it is secured in the secure area.
173	SM	Ok so you count your cash and stock and you declare that?
174	AH	Yeah.
175	SM	Do you have a look whether it's balancing or not on a daily basis?
176	AH	Yeah we know.
177	SM	You check your button and?
178	AH	Yeah we know it's not yeah.
179	SM	Ok so you check that daily ok. So that would have shown on a daily basis that it's not balancing?
180	AH	Yeah.
181	SM	Ok now has that, well I would imagine it has but you can answer me on this one, the 14,000 yeah has this been gradual over since December?

STRICTLY CONFIDENTIAL**Item 3**

182	AH	I think it's just before Christmas and then I didn't, but I seem to have more this year. It just seems every time, sometimes when I switch the computer on I just think 'cos I know it's going to be lottery again and I just think why are they keep sending me these.
183	SM	Ok no that's TC's let's just think about the sort of balancing aspect ok so when you've done your cash dec obviously you keep talking about lottery so do you definitely think that's where this issue is that it can't be anywhere else?
184	AH	I know I've had some other transaction corrections with other things but I think a lot of it is down to lottery because every time I seem to balance I get a letter saying that it's not right and then I get another transaction correction and I just think, I don't know it's just got all on top of me and this is when I've finally realised that I needed your help.
185	SM	Right ok did you have some training for lottery in February?
186	AH	In February, no it were.
187	SM	An intervention visit did somebody come and see you?
188	AH	No somebody came, he were here when I actually did my training 6 year ago, I just can't think of his name I just know he lives in Mirfield and he came and I was showing him how, 'cos I just read the book and what I thought was the right way actually remming them in first and then activate them but obviously it wasn't it was the wrong way but I showed him, I can remember showing him saying 'cos when he came that day he were only here for about an hour and I told him I were putting things in he says oh yeah that seems to be fine and that was it and you know I didn't get anything else so I've actually done it myself by, but obviously I haven't been doing it properly.
189	SM	Ok so you think the issue is due to remming them in and then activating them?
190	AH	Yeah.
192	SM	I will have to check that because I don't know the answer to that but I wouldn't have thought it would have made any difference but again.
193	AH	But I'd like to also know as well that they said that when they did the audit that there was some £400 on stock which I'd like to know about because I'd only balanced the week before and I don't know what the stock is and could I get.
194	SM	So where the error is on the stock?

STRICTLY CONFIDENTIAL**Item 3**

195	AH	Yeah 'cos I don't understand that so that made that up to £400 which I didn't know about, I don't know what they've done obviously 'cos I haven't been in since but I'd like to know what. I think he said it were.
196	SM	I've got the audit here somewhere.
197	AH	Yeah he said something yeah bout 446.03 but I don't know, understand.
198	SM	Right so you don't understand what it is?
199	AH	I don't know what that is.
200	SM	Ok well I'll get that confirmed.
201	AH	And the also the audit man says as well about the saying that I haven't sent some of the scratch cards back as well which I've got, that's a letter to say that I have sent them back, he was saying that I haven't sent some back and I have proof of that that I did. It's like I say I only balanced the week before and I didn't have £400 in stock issues. I don't know if it was summat to do with the stamps or something what they've seen and they've took them out or if I've missed something on the stamps line I don't know.
202	SM	Ok well what I'll do is I'll verify that and I can get back to you with that. Ok right so from December then up 'til the time of suspension this has built up to £14,000?
203	AH	Yes.
204	SM	Yeah and you feel that is all in the scratch cards am I hearing you right or do you feel that there's some maybe?
205	AH	Well if they're going to look at it I'd like to look I don't know into, I mean I've give Chris Knight the staff members telephone numbers and details and I think he's going to talk to them but.
206	SM	Ok right but you've been hiding well been falsifying the accounts to?
207	AH	I have yeah and I admit that and I shouldn't have done. I just I don't know I was scared.
208	SM	What was scaring you what was it that you were scared of?
209	AH	Because I knew I'd been in for this trouble and I haven't touched a penny I haven't (AH begins to cry).
210	SM	Ok ok so you felt that you couldn't tell us there was an issue?
211	AH	Yeah I don't know why because I was trying to sort it myself.
212	SM	So what was you trying to do?
213	AH	Well every spare minute I was going through all paperwork to try and find it.

STRICTLY CONFIDENTIAL**Item 3**

214	SM	Ok so what did you think, you talked about scratch cards I'm trying to sort of get to the bottom of this obviously so was there any major time when there was a big rise in this, how did it come about, how much was it per month was it different amount was it?
215	AH	It was different amounts in I mean I can remember once on, it said that I had £1332 in £1 scratch cards and I didn't I had like bloody 400 or summat so that made a big difference, if I'd have put it down to that then that would have made a right difference and I just and I did put it down and that's when it starts adding up. I just didn't know what to do I just, I was trying to find by going through all the bookwork you know every, every bloody night I was doing it, sorry for swearing. I've learnt a lot in this last 4 weeks that you are here to help me and I should have asked and I've learned a lot off these people what's running it because they've put like Kim's been put she was working the first week and then she's been poorly has Kim who works for me and she's put hers on a, she's put her on, they've put them onto like separate obviously stock units which I could never, well I never did that but if I get her back I would do that because then if there's something wrong with Kim or Marjory if Kim or Marjory's done summat wrong then they'll have to put the money in and if I've done summat wrong then you know I would put the, if I could just start again borrow and start from afresh with extra training or anything but I don't want to lose my job 'cos I don't know the future of the Post Office then 'cos we rely on that money for my wage so it's just. If somebody checks all these for me and if they can come to a figure I'll pay every single penny back I will I'm not a thief I do not pinch money from anybody I've never ever took any money I've never been in trouble with anything from the law or anything and I will pay it back and I can run the office, I can do it, I just needed help and.
216	SM	So have you had an experience in the past where you know we've, you know you said you were scared to tell us or scared to say anything?
217	AH	No I don't know why I was scared I don't know why, I was just trying to sort it myself and I was trying to save money to put in and make it so it was right and then I've just been silly I have, I'm ashamed of myself. My family's, I've upset everybody by doing this 'cos I've ruined everybody's life, sorry.
218	SM	You're not part of the Federation are you?

STRICTLY CONFIDENTIAL**Item 3**

219	AH	No. If you read that letter that's what me and Richard's done to the Post Office since we went there. We've increased sales and we've extended it twice and.
220	SM	Do you want a drink?
221	AH	No.
222	SM	So if you've had lottery since 2007 when did it start going wrong?
223	AH	It only seems to be in the last 10 to 12 months it seems to be going.
224	SM	So it seems to have been about the last year or so yeah?
225	AH	Yeah.
226	SM	Ok so prior to that it was working ok?
227	AH	Yeah I seemed to be fine with it before I don't know it just seemed to be.
228	SM	Ok were there any changes in that time so if you go back to where are we now October.
229	AH	When I first started I've had some different staff.
230	SM	Ok what Post Office and?
231	AH	Both Post Office well there has been a change in the shop and a change in the Post Office actually. Kim's worked for me for I think it's nearly 3 year now has Kim and Marjory's worked there since day 1 since we took over.
232	SM	Ok but the Post Office pretty sort of, staff would have been there for a while?
233	AH	Well there's 2 Sue used to be there and Elaine I used to have Elaine and Sue but they left a while ago.
234	SM	Ok I mean obviously all this will be taken into account when I look through everything that's been said today.
235	AH	Sorry about all this.
236	SM	That's ok. So you've applied for another branch haven't you?
237	AH	Yeah.
238	SM	And?
239	AH	We got it.
240	SM	Ok now you knew you'd got problems at Hightown at that time yeah?
241	AH	Yeah which I thought I could be sorting it to be honest.
242	SM	So how did you think you were going to sort it, if you hadn't sorted it to that time how did you think you were going to be able to sort it?
243	AH	'Cos I was trying to find it every spare minute.
244	SM	But if you hadn't found it since January up 'til, I don't know when you went for your interview I don't know what time that was?

STRICTLY CONFIDENTIAL**Item 3**

245	AH	I think it was March.
246	SM	Oh it was March was it so it was a while ago ok.
247	AH	It's 'cos I've had problems with the building.
248	SM	Yeah ok so that was March time you went for your interview here?
249	AH	I think I sat in this room.
250	SM	Right ok so that was a while ago right.
251	AH	I don't want to close the Post Office down 'cos I know how much my people it will affect but we've got to take these figures into consideration. (indistinct) people have been waiting for 2 ½ year to get their Post Office back and I've actually, well I've been saying to my partner one of the staff who's been helping who works for Newrose I'd like to actually talk to her about you know offering her the job to help me run Hightown and Robert Town 'cos I know she can do it she's very good at what she does and I'm quite impressed with her and she's really good with customers so I'd like to 'cos I know she has said a few things about Newrose how 'cos I know she lives near the Robert Town branch and I know that somebody will be obviously with experience of balancing and everything 'cos I would share myself between both Robert Town and Hightown 'cos I know you've to do so much in each and I'd like maybe to offer her a position 'cos she's really good.
252	SM	Ok I don't think I've got anything else to add is there anything else you want to say?
253	AH	That I haven't took a penny I really haven't, I haven't touched any money at all I wouldn't dare, I'm ashamed of what I've done. Not ashamed, ashamed that I've let it go on so long without asking for help. If I'd have known all this about doing, you know the remming in properly and stuff and activating then all this might not have happened, it might not have got to this blooming stage.
254	SM	So do you feel then, I don't know what I'm hearing from you with this, do you feel that that's where the issue's happened, I'm not sure what you're saying here?
255	AH	I don't know I just don't know I just.
256	SM	I mean I'll go back and ask the question of whether it makes any difference at all which I don't think it does but I'll certainly ask the question.
257	AH	What's that sorry?
258	SM	The remming in and the activating 'cos that's what you're saying isn't it?

STRICTLY CONFIDENTIAL**Item 3**

259	AH	Well I just, is there anybody who could come and look through all this, is there anybody who can help with this, can I get any further assistance with it. Could somebody come through and go through it with me and I've got everything there to prove that I've done it and.
260	SM	We wouldn't do that, you've got your stuff there to go through. I mean we'd look at the sort of figures that we've got which are what's gone in and what Horizon's got.
261	AH	So if I, 'cos we've asked for help off Camelot itself you know like a security man and he can't give us any information you know 'cos we wanted to go back to every scratch card we've activated on that system which we've got it all but can we go sit down then and go through every activation to see how many scratch cards we've activated since day one to see if it, I don't know what to do any more my mind's just like mushed.
262	SM	So you're convinced that this is scratch cards 'cos will the TC's amount to £14,000?
263	AH	I don't know 'cos I've, every time I've done a balance I've put them down to what the system says I have or put them, obviously counted them physically and I've put it down and every time it were never up it always down it were always minus. I mean that's just one.
264	SM	That will be when your TC goes in?
265	AH	Yeah.
266	SM	So every month you're having TC's coming is that what you're saying?
267	AH	No but before I balanced I were putting them down to what they should, what I was holding which is the correct holding what I was holding and it were never right it were never and I should have asked for help, I should have said right come on I need help with this. Why is it always saying that Horizon says I've got this many but I've actually got that many and it always, I think there were just a few occasions where I might have had a few more than what I should have done and but why don't it. I don't know. I just want my job back I just want to save my job. It's just brought so much stress on everybody. I don't know what else to say 'cos I just don't know what. Unless I physically go through all them and find everything what we've done then but if nobody's going to look at them how can, it proves that I've been remming them in and activating them and how many I've got but every time I balanced or every time before I balance I checked them.
268	SM	So when you said that you keep these A4 sheets yeah?

STRICTLY CONFIDENTIAL**Item 3**

269	AH	Yeah.
270	SM	So are you saying to me on these A4 sheets that they always balanced with what stock you'd got?
271	AH	No because that's just, that wasn't the, that's nowt to do with how many were in the system that's just to do with how many we sell daily just to make sure it's right.
272	SM	Ok so if you started off with 200 scratch cards yeah at the beginning of the week and you'd counted them so you knew that's what you'd got ok?
273	AH	Yeah.
274	SM	Monday you sell 3 yeah so that gives you 197 yeah, Tuesday you sell 20 so that leaves you with 177 yeah and so on yeah so during the week we've sold 120 for the rest of the week ok so in theory you should have?
275	AH	Should have 80 left.
276	SM	57 left.
277	AH	57 sorry.
278	SM	Ok that's simple yeah so we start off with this amount we've got this amount left?
279	AH	Yeah.
280	SM	So do you on a Wednesday let's say we started this on the Wednesday when we'd balanced so Thursday morning that's what we'd got so Wednesday night we've got that many left so do you physically count them then?
281	AH	On the Wednesday or the?
282	SM	On the Wednesday?
283	AH	I count them on the Wednesday morning before we start business.
284	SM	So Wednesday morning you would count them?
285	AH	To make sure they were right and then I'd have a look on, I'd go to like the adjust stock screen and see what it says and I'd put them to what they was and it always, it was always wrong.
286	SM	Ok so on a Wednesday morning then you would count your stock?
287	AH	Yeah.
288	SM	Ok and that would be what you'd start with for the following week, would you recount them on the Thursday?
289	AH	No.
290	SM	No so you would start with that figure for the following week?
291	AH	Yeah but I'd adjust it, it tell me, you know if, like that if it told me if that's what I had.

STRICTLY CONFIDENTIAL**Item 3**

292	SM	No yeah ok. So I'm just trying to get, just bear with me on your sheet on your A4 sheet yeah so we've sold all those we've got 57 left on Wednesday morning ok hypothetical obviously. You then go along to your Horizon and have a look at that and see what the Horizon says you've got ok but during that week you've had 2 TC's come through it's all hypothetical and it meant that you needed to adjust your stock by 20?
293	AH	Yeah.
294	SM	So that would have inflated Horizon to 77?
295	AH	Yeah.
296	SM	So then you'd adjust it back to 57 which is the stock you say you've got and that would leave you with £20 short?
297	AH	Yeah but obviously the figures were higher than that.
298	SM	Yeah no hypothetically that's how it should work yeah ok so what did you do with any sales that happened on Wednesday?
299	AH	I put them through on the Thursday morning which now I know I should have put them through on the, I shouldn't have rolled over until them figures were in on the Wednesday because it were part of that stock balance and not this new one which I didn't know that's summat else I've learned.
300	SM	Ok but it shouldn't cause a major difference ok so right ok so from Wednesday morning whatever time you did your check yeah any sales after that would go in on Thursday on the following week's balance?
301	AH	Yeah but then that's when I seemed to get a TC.
302	SM	That's when you'd get your TC.
303	AH	Or a letter through saying that I haven't done it right because but obviously they'd add up as well because I was putting them through, it should have been on that monthly balance and not this one.
304	SM	So it wouldn't balance on the two yeah on the two weeks ok right ok so I understand that but that's not going to make a massive difference is it ok?
305	AH	Well it's like if I sold, I mean sometimes on a Wednesday when it's actually the lottery night I can sell quite a few I mean sometimes I can sell 200 stock scratch cards in that day maybe more it just depends you know what, obviously the figures are in there what we sell a week and stuff and you know if. I mean if.
306	SM	Ok so when you talk about shortages yeah so when you balance you've got a shortage?
307	AH	Yeah.

STRICTLY CONFIDENTIAL**Item 3**

308	SM	Ok how did you keep a record of where that shortage was occurring, 'cos you said you increased the cash levels yeah?
309	AH	Just well I just kept it at side on a piece of scrap paper.
310	SM	So you wrote it on a piece of paper so you knew where you were ok?
311	AH	Yeah.
312	SM	So if you were previous month 2,000 short yeah and then this month you were say 5,000 short yeah which would increase it to 7, were you always 5,000 short on, was there always TC tallying it up with the shortage that was occurring, do you understand what I'm saying?
313	AH	No.
314	SM	So if you'd got £5,000 shortage yeah how did your TC's balance with that?
315	AH	No because I wasn't, obviously I might have been a bit out on stamps or something or stamps might have increased I just.
316	SM	Ok so the shortage didn't always balance with your TC's?
317	AH	No.
318	SM	Ok I don't think I've got a lot else I need to ask you at this moment in time. I'll go and I'll ask the question on the rem in and activated yeah and your £400 stock and I'll get back to you on that ok. Any further questions I have I'll come back to you with otherwise what happens now is that I will look at what you've put forward, I will look at documentation from scratch cards etc and make a decision on what evidence I've got ok. If the decision is to terminate the contract you do have the right to appeal against that decision ok. It will all be in a letter that I send to you so you have the right to appeal against that, it will be heard by somebody totally independent to the case that hasn't seen the case ok. If it's reinstatement that's what it says you know and then obviously we would talk about that ok so do you understand where we're going with this?
319	AH	Yeah is it going to be another 4 week process or?
320	SM	No this sort of process once I've got the evidence if it's going to take longer than a week I will ring you alright but obviously it shouldn't take that sort of length of time. If you think of anything else in the meantime you can contact me via the helpline or have you got Chris' number?
321	AH	I've got Chris' card yeah 'cos I think he's going to be talking, 'cos obviously I had a Solicitor when I was present with Chris and 'cos I've give him all my bank account details and stuff and the Solicitor sent me a letter saying that obviously he'd been speaking to Chris again and could you look into this with Anne.

STRICTLY CONFIDENTIAL

Item 3

322	SM	Oh yes of course yeah I've got that written down. Ok anything else you'd like to say?
323	AH	No I'm just sorry for all the trouble I've caused.
		Meeting ended.

Interview notes received and agreed

Signed.....
.....Date

Name

Signed.....
.....Date

Name